



ILLINOIS

George H. Ryan, Governor

DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

Michael S. Schwartz, Director

December 29, 2000

Dear Telecommunications Coordinator:

The Department of Central Management Services (CMS) is in the process of establishing its management and customer service goals for the next few years as part of the strategic planning process. As a telecommunications coordinator who works with CMS on a regular basis, your input is valuable in assisting us in identifying and meeting your needs.

This survey is designed to gather your overall impressions of the services provided, how well you feel CMS and the Bureau of Communication and Computer Services is performing, and opinions about the concerns and issues CMS faces now and within the next five years.

Please take a few moments to complete the enclosed survey and return it to Lisa Fendrich, Office of Strategic Planning, 704 Stratton Office Building, Springfield, Illinois 62706 by January 19, 2001. Unless you choose otherwise, you may remain anonymous. Thank you for your help.

Sincerely,

A handwritten signature in black ink, appearing to read "Frank Cavallaro", is written over a horizontal line.

Frank Cavallaro  
Manager  
Bureau of Communication and  
Computer Services

FC:td

Enclosure (1)

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